

# Matthew J. Lynch

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## Professional Profile

Highly energetic and personable Server with a superb customer service record and aptitude for assessing the needs of any customer. Adept at handling every type of customer with grace charm and professionalism. High expertise in local and domestic beer, wine and specialty cocktails.

- Outstanding Cash Register And Credit Card Machine Operation Abilities
- Strong Interpersonal And Customer Service Skills
- Expertise In Liquor, Wine And Food Service
- Food Ingredients Abilities
- POS Software
- Time Management
- Excellent Grasp Of Safety And Sanitation Standards
- Superior Organization And Problem-Solving Skills
- Exceptional Ability To Lift Object Weighing Up To 75 Pounds
- High Ability To Follow Oral And Written Instructions

## Professional Accomplishments

### Server

- Was often delegated to facilitate larger groups of patrons that came to the restaurant, due to efficiency and my ability to entertain well
- Dedicated to ensuring customer satisfaction by remaining accessible and friendly
- Exceptional interpersonal and team building skills with an aptitude for building rapport with a diverse range of customers, managers, and colleagues; talent for quickly resolving issues prior to escalation
- Thorough knowledge of menu offerings, including gourmet food, spirits, and wine pairings
- Skilled at anticipating, identifying and fulfilling guest needs and clarifying special orders.
- Success multitasking while remaining professional and courteous in fast-paced environments
- Implemented rules and regulations of recreational facilities to maintain discipline and ensure safety
- Administered first aid according to prescribed procedures, and notified emergency medical personnel when necessary
- Maintained a positive and productive environment for both customers and coworkers
- Prepared ingredients and cooked meals for different cuisine concepts
- Expanded interpersonal and professional communication skills through serving customers, working with peers, and following the directions of supervisors and managers
- Followed approved procedures, cleaned and sanitized work area, equipment, utensils, and dishes

## Work History

Server	Romano's Macaroni Grill, S. Portland, ME	10/15-02/18
Server	Stress Free Bar & Grill, S. Greenville, ME	06/15-09/15
Server	Outback Steakhouse, S. Portland, ME	06/03-06/12
Server	Bella Gustos, Lowell, MA	06/00-06/03

## Education

Business Mgmt.	South Maine Community College, S. Portland, ME	180 Units
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**Cashier Test**

**Score** / 15

B

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

a

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

c

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

A

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

      

6) What is the current sales tax rate in your city 8.5?

C

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

b

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

      

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

**Servers Test**

Cynch

**Multiple Choice**

C 1) Food is served on what side with what hand?  
 a) On the left side with the left hand  
 b) On the left side with the right hand  
 c) On the right side with the left hand  
 d) On the right side with the right hand

V 2) Drinks are served on what side with what hand?  
 a) On the left side with the left hand  
 b) On the left side with the right hand  
 c) On the right side with the left hand  
 d) On the right side with the right hand

A 3) Food and drinks are removed on what side with what hand?  
 a) On the left side with the left hand  
 b) On the left side with the right hand  
 c) On the right side with the left hand  
 d) On the right side with the right hand

A 4) What part of a glass should you handle at all times?  
 a) The stem  
 b) The widest part of the glass  
 c) The top

D 5) When you are setting a dining room how should you set up your tablecloths?  
 a) Neatly and evenly across the tables  
 b) The creases should all be going in the same directions  
 c) The chairs should be centered and gently touching the table cloth  
 d) All of the above

D 6) If you bring the wrong entrée to a guest what should you do?  
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn  
 b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served  
 c) Try to convince the guests to eat what you brought them  
 d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

**Match the Correct Vocabulary**

B Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

B Queen Mary

B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)

C Chaffing Dish

C. Used to hold a large tray on the dining floor

B French Passing

D. Area for dirty dishware and glasses

C Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

C Corkscrew

F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time